

# Service and Support Animals

---

When flying on Delta, we welcome service and support animals in the aircraft cabin. When traveling with a service or support animal, we're here to work with you to make sure your travel day runs smoothly.

To travel with an emotional support or psychiatric service animal, passengers must upload the required documentation at least 48 hours before a flight. For questions, call [404-209-3434](tel:404-209-3434).

*To protect public health, Delta Air Lines requires all dogs and cats-including service and support animals to be current on all vaccinations. Dogs and cats can be vaccinated against rabies at a minimum of 12 weeks (three months) of age and must wait an additional 30 days for the vaccine to become effective.*

## In-page Links

- [Flying With a Service and Support Animal](#), Go to footer note
- [Service and Support Animal Behavior](#), Go to footer note

---

## Service and Support Animal Travel Guidelines

---

On Delta flights, service and support animals are expected to be seated in the floor space below a passenger's seat or seated in a passenger's lap. Service and support animals and their associated items travel for free. The size of the animal must not exceed the "footprint" of the passenger's seat.

- Items include a kennel, blanket, food or similar item
- Passengers traveling with emotional support or psychiatric service animals must complete and submit the required paperwork at least 48 hours before a flight

*NOTE: If you encounter any issues with your service or support animal while at the airport or on board, please ask to speak to a Complaint Resolution Official (CRO). These trained Delta representatives are ready to assist passengers with accessibility needs and protect your rights when you travel by air.*

## **Flying with a Service or Support Animal**

---

For the safety and health of everyone, we require documentation customers traveling with an emotional support animals in an aircraft cabin. Each customer will be limited to one emotional support animal. Additionally, we do not accept pit bull type dogs as service or support animals.

### ***Trained Service Animals***

We recommend all customers traveling with a trained service animal carry the animal's current veterinary health form. Delta reserves the right to review those documents at any time. For additional assistance, please call our accessibility assistance line at [404-209-3434](tel:404-209-3434). In some cases, customers may be asked to show the animal's Veterinary Health Form and/or an immunization record or other proof of current vaccination (must be within one year of the travel date).

### ***Emotional Support & Psychiatric Service Animals***

Submit the Emotional Support and Psychiatric Service Animal documentation at least 48 hours before your flight. Currently, we require documentation that is no more than a year old (prior to the first flight in the itinerary) from a certified mental health professional indicating need for an emotional support animal, plus certification of the animal's health including rabies shot verification.

Documentation can be provided with a digital copy, and a professional license number is recommended, but not required. [Download the required documentation](#) and upload it through the Accessibility Service Request Form located in [My Trips](#).

## **DOWNLOAD REQUIRED DOCUMENTS**

### **Inappropriate Service or Support Animal Behavior**

---

We know that service and support animals are highly-trained working animals. We will only refuse transportation of the animal if it engages in disruptive or aggressive behavior such as:

- Growling
- Biting
- Jumping on passengers, flight attendants or staff
- Relieving themselves in the gate area or cabin
- Barking excessively, not in response to a handler's need or distress
- Eating off seatback tray tables

Expand All

Review Complete Service or Support Animal Guidelines

### **Animals Not Permitted**

We do not permit the following as service or support animals, as these animals pose safety and/or public health concerns. If you have additional questions, please contact the accessibility assistance line at [404-209-3434](tel:404-209-3434).

- Small mammals or pocket pets (e.g. hedgehogs, sugar gliders, rabbits , chinchillas, prairie dogs, ferrets)
- Insects and spiders
- Rodents (e.g. mice, rats, hamsters, gerbils, guinea pigs)
- Reptiles (e.g. Snakes, lizards, turtles)
- Amphibians (e.g. frogs, salamanders)
- Non-household birds (e.g. farm poultry, peafowl, waterfowl, game bird, & birds of prey)
- Animals improperly cleaned and/or with a foul odor
- Animals with tusks, horns or hooves (e.g. goats, pigs)

### **Service and Support Animal Frequently Asked Questions**

---

## Collapse All

### What if I have a service or support animal in training?

In most circumstances, a service or support animal in training does not meet qualifications for a trained animal and cannot ride in cabin. Two exceptions are as follows:

- The service or support animal in training is traveling with a professional trainer en route to the owner
- The animal in training is already a trained service or support animal, and is traveling with a certified trainer for additional training

### Are there animal relief areas at all airports?

Yes, all airports in the United States are required to provide a designated animal relief area. Although Delta Air Lines is not responsible for providing care, food or supervision to the areas, we can assist with identifying the location of an animal relief area and escorting a passenger to the area, including through security if necessary.

### Can I enter Delta Sky Club with a service or support animal?

The Delta Sky Club policy for service and support animals is the same as the policy for these animals on a Delta aircraft.

### What if I have multiple service or support animals?

Delta accepts passengers traveling with multiple service animals. However, only one emotional support animal is allowed per passenger. The need for multiple animals will be assessed. It is the passenger's responsibility to ensure that they have adequate space to accommodate multiple animals. Though it is not required, extra seats may need to be purchased to provide enough floor space to accommodate the extra animals. Animals do not sit in seats, they must be placed on the floor in the foot space of the passenger. All animals must behave appropriately and documentation for emotional support/psychiatric service animals must reflect the need for the additional animals. Animals must be of a size to not exceed the "footprint" of the seat.

### Where should my service or support animal sit?

- A service or support animal or animals may be placed at the feet of the passenger at any bulkhead seat or in any other seat as long as no part

of the animal extends into the aisle. Animals must be of a size to not exceed the “footprint” of the seat.

- The animal or animals may not extend into the foot space of another passenger who does not wish to share foot space with a service or support animal.
- Service and support animals may ride in the passenger's lap for all phases of the flight, including ground movement, take off, and landing, provided the trained animal is no larger than a lap held child (under 2 years of age).
- The animal must remain with the passenger at all times.
- The animal cannot occupy a seat.
- If no single seat will accommodate both animal and passenger without causing an obstruction, the passenger may check the service or support animal as baggage, at no charge, or purchase an additional ticket for the animal, allowing the animal to occupy that space on the floor. The passenger can buy a second ticket at the same rate as the original ticket.
- There is no guarantee of additional space beyond 1 seat per ticket.
- Passengers with trained service or support animals are permitted to occupy flat-bed seats but may require assistance from the flight attendant.

What if my service or support animal is a member of the National Service Animal Registry (NSAR)?

Delta Air Lines policies and procedures still apply to passengers with memberships in the NSAR or similar entity. Review the policies and procedures or call our accessibility assistance line at [404-209-3434](tel:404-209-3434).

Are there any travel advisories for service or support animals in the United States?

## **Travel fees**

There is no charge to transport service or support animals or their assistive devices, whether they are transported in the cabin or in the hold as checked baggage, or an oversized animal in cargo. An animal's kennel (whether empty or occupied) is considered an assistive device and does not incur baggage fee.

## **Baggage**

Service or support animals do not count toward a passenger's carry-on allotment.

## **Airport restrictions**

Some airports have additional state and local requirements for transporting emotional support/psychiatric service animals through their airport.

### **PBI**

Palm Beach International Airport (PBI) requires emotional support/psychiatric service animals to be crated in the airport from lobby to gate.

### **GSP**

Greenville Spartanburg Airport (GSP) requires emotional support/psychiatric service animals to be crated in the airport from lobby to gate.

### **JFK**

Upon arrival to John F. Kennedy (JFK) Airport, all trained service and emotional support/psychiatric service animals arriving from an international pre-cleared station are required to clear TSA.

## **Hawaii Requirements**

Service Animals may travel to Hawaii under certain conditions. Trained guide dogs and service dogs, only, are accepted with certain provisions, including making advanced arrangements and verifying availability.

Per HDOA, passengers must follow the steps outlined in the link above to come into Hawaii without quarantine. You may contact the HDOA at:

[hdoa.hawaii.gov](https://hdoa.hawaii.gov/); opens in a new window  
[808-483-7151](tel:808-483-7151)

[rabiesfree@hawaii.gov](mailto:rabiesfree@hawaii.gov), opens in a new window

- The service animal must be traveling with the passenger with a disability. All animals are inspected upon arrival in Honolulu International Airport (HNL) at the Animal Quarantine Holding Facility, which operates 9 a.m. - 3:30 p.m. daily
- Passengers that have guide dogs or service dogs may request inspection at the HNL terminal between 8 a.m. - 4 p.m. if notified and approved by HDOA 7 days or more before travel

An emotional/psychiatric support animal (dogs or cats) traveling to or through Honolulu International Airport must meet the requirements and be approved by the [5-Day-Or-Less Quarantine program](#), opens in a new window. If the animal does not meet these requirements, it may possibly be quarantined for up to 120 days. Note: Because of the minimum amount of time needed to prepare a puppy or kitten to meet the requirements of the 5-Day-Or-Less program, the animal will need to be about 10 months old by the time preparations are complete.

- For animals **other than dogs or cats**, the passenger must contact the [Animal Control Disease Branch](#), opens in a new window at 808-837-8092 or 808-483-7106. The emotional support animal must meet the requirements and be approved by the Animal Control Disease Branch.
- For travel to neighboring islands, the emotional support animal must meet the requirements and be approved by the [Neighbor Island Program](#), opens in a new window
- Upon arrival at the airport, any documentation received from the Hawaii Department of Agriculture (HDOA), the Animal Control Disease Branch or the Neighbor Island Program. Delta documentation requirements also apply. Note: CES must document in the PNR that passenger has been advised of all required documentation.
- Passengers traveling with emotional support/psychiatric service animals should arrange for their flights to arrive after [9 a.m. or by 3:30 p.m. Hawaiian time](#), opens in a new window, because it may take up to 1 hour for the airlines to transport an animal to the Airport Animal Quarantine Holding Facility. Animals arriving to the facility too early or after 3:30 p.m. will not be released at the airport that day.
- Passengers with emotional support/psychiatric service animals may request inspection at the Honolulu International Airport (HNL) terminal before 9 a.m. and after 3:30 p.m.; approval for the inspection is required by HDOA, 7 days or more before arrival.

### **For more information:**

Hawaiian Department of Agriculture (HDOA)

Website: [HDOA.Hawaii.gov](http://HDOA.Hawaii.gov)

Phone: [808-483-7151](tel:808-483-7151); email: [rabiesfree@hawaii.gov](mailto:rabiesfree@hawaii.gov)

Animal Control Disease Branch

Phone: [808-837-8092](tel:808-837-8092) or [808-483-7106](tel:808-483-7106)

Are there any travel advisories for service or support animals traveling internationally?

Acceptance policies for service animals vary by country. This includes requirements for pet passports and animal health documentation.

If any country/territory on the route prohibits entry of such an animal, the animal will not be permitted to fly.

**Attention JFK:**

Upon arrival to John F. Kennedy (JFK) Airport, all trained service and support animals arriving from an international pre-cleared station are required to clear TSA.

**Attention Brazil:**

Trained guide dogs are the only type of service animal allowed on intra-Brazil flights operated by codeshare partner GOL Airlines.

- Emotional support/psychiatric service animals are never allowed on intra-Brazil flights operated by codeshare partner GOL Airlines. *"Intra-Brazil" means from 1 city in Brazil to another city in Brazil (for example, from Sao Paulo to Rio).*
- International passengers connecting to/from a codeshare, partner operated or interline domestic flight within Brazil who request emotional support/psychiatric service animal travel must make other arrangements upon arriving into Brazil (for example, traveling by car, bus or rail).
- Passengers must comply with GOL's policies even though in some cases they differ from Delta's.
- For GOL and Delta flights between the U.S. and Brazil, Delta's ESAN rules apply. GOL Airlines complies with the U.S. DOT on flights to and from the U.S.

**Attention Cuba:**

Trained service animals and emotional support/psychiatric service animals are not recognized as service animals by Cuban authorities and will be treated as household pets (dog or cat only) upon arrival. For an animal to travel to Cuba, the passenger must request and have in their possession, a household pet certificate from their local Cuban embassy/consulate.

**Documentation Requirements:**

In order to receive a pet certificate from the embassy/consulate, passengers will need the following:



- Animal's Pet Passport (where applicable) showing all vaccinations up-to-date
- Health Certificate for the animal's trip (Request this from a veterinarian)
- Certificate of good health
- Photocopy of the Passport of the person travelling with the animal
- Payment of the consular fee for this service

**By mail:**

- Animal's Pet Passport (where applicable) showing all vaccinations up-to-date
- Health Certificate for the animal's trip (Request this from a veterinarian)
- Certificate of good health
- Photocopy of the Passport of the person travelling with the animal
- Payment of the consular fee for this service
- Stamped self-addressed envelope for the return of the documents
- Note: If the application is made by mail or via a third party, an extra consular fee will be charged for the pertinent Consular service.
- All payments must be made in cash or by a bank-certified check. All cash sent by mail will be refused and returned at the risk of the applicant.

**U.K. Requirements:**

Delta will transport emotional support/psychiatric service animals - dogs and cats only - to London (Heathrow and Gatwick), Manchester and Edinburgh with the proper documentation and compliance to U.K. regulations for transporting animals.

In order for a passenger to transport their dog or cat, they must:

- Contact the appropriate Animal Reception Center (ARC) in the city they are traveling to for more information and instruction on what will be needed to enter the U.K. After booking, passengers must contact the ARC directly to plan for the arrival of their pet and to ensure that all required documentation is completed in advance for the U.K. Customs clearance of their dog or cat.
- Passengers must provide a pre-approval letter from the ARC in the city they are traveling to, indicating that the emotional support /psychiatric service dog or cat has the appropriate documentation, has met the appropriate health requirements and has the proper micro-chip implant. Delta will ask for this documentation, including the pre-approval letter in order to process a request for transport of passenger's dog or cat.

- Pay all appropriate fees and charges related to U.K. acceptance of emotional support dogs and cats. A current list of charges can be provided by the ARC for the city they are traveling to.

\*LGW—London Gatwick

Animal Aircare Co. Ltd.

Gatwick Airport

Horley, Surrey, RH6 0SQ

(0)129 346 2180

LHR—London Heathrow

City of London Animal Reception Centre

City of London

Guildhall, PO Box 270

London EC2P 2EJ

MAN—Manchester Pets on Jets

Building 300

World Freight Terminal

Manchester Airport M90 5BA

(0)161 489 8220

EDI-Edinburgh Airport's small animal Border Inspection Post

[arc@extrordinair.co.uk](mailto:arc@extrordinair.co.uk)

(0)131 317 7277

For any questions related to the U.K. Pet Travel Scheme contact DEFRA (Department of Environment, Food and Rural Affairs).